



Home Office

## **Criminal casework**

## **Office administration**

## Office administration

### About this guidance

<p><a href="#">About this guidance</a></p> <p><a href="#">Covering absent colleagues and responding to faxes and phone calls</a></p> <p><a href="#">Security considerations for Home Office files</a></p> <p><a href="#">Revised BRAG removability assessment procedure</a></p>	<p>This guidance tells you about office administration processes in criminal casework.</p> <p>This guidance provides information on:</p> <ul style="list-style-type: none"><li>• Covering for absent colleagues and responding to faxes and phone calls.</li><li>• Security considerations for Home Office files.</li><li>• Revised black, red, amber, green (BRAG) removability assessment procedure.</li></ul> <p>Changes to this guidance – This page tells you what has changed since the previous version of this guidance.</p> <p>Contact – This page tells you who to contact for help if your senior caseworker or line manager cannot answer your question.</p> <p>Information owner – This page tells you about this version of the guidance and who owns it.</p> <p>Safeguard and promote child welfare – This page explains your duty to safeguard and promote the welfare of children and tells you where to find more information.</p>	<p><b>In this section</b></p> <p><a href="#">Changes to this guidance</a></p> <p><a href="#">Contact</a></p> <p><a href="#">Information owner</a></p> <p><b>Related links</b></p> <p>Links to staff intranet removed</p>
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## Office administration

### Changes to this guidance

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### Covering absent colleagues and responding to faxes and phone calls

<p><a href="#">About this guidance</a></p> <p><a href="#">Covering absent colleagues and responding to faxes and phone calls</a></p> <p><a href="#">Security considerations for Home Office files</a></p> <p><a href="#">Revised BRAG removability assessment procedure</a></p>	<p>This page tells criminal casework caseworkers about covering for absent colleagues and responding to faxes and phone calls.</p> <p>Team leaders are responsible for making sure the office runs effectively and the following processes are in place:</p> <ul style="list-style-type: none"><li>• Hourly checks must be made on fax machines with documents passed to case owners or the team leader within an hour.</li><li>• All phones must be answered in a team within six rings.</li><li>• All phone calls to be returned on the same day, where possible. If it is not possible to return the call and provide all the necessary information, you must call back and indicate when you will be able to call again, providing this information.</li><li>• Team leaders must make sure there is a system for dealing with urgent work or re-allocating tasks to another case owner to cover absences. This is particularly important when dealing with multi agency public protection arrangements (MAPPA) cases. For more information, see related link.</li><li>• All staff must be aware of the procedures for dealing with staff absences.</li><li>• Staff must always use Outlook's out of office assistant when they take planned leave. The auto-reply must state the date of return and include alternative contacts, where possible.</li><li>• Full signatures must be used on all emails, stating a minimum of:<ul style="list-style-type: none"><li>○ full name</li><li>○ work address</li><li>○ telephone number.</li></ul></li></ul>	<p><b>Related links</b></p> <p>Links to staff intranet removed</p>
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### Security considerations for Home Office files

<p><a href="#">About this guidance</a></p> <p><a href="#">Covering absent colleagues and responding to faxes and phone calls</a></p> <p><a href="#">Security considerations for Home Office files</a></p> <p><a href="#">Revised BRAG removability assessment procedure</a></p>	<p>This page tells you how to deal with sensitive information on particular cases and sending documents to representatives.</p> <p>You may deal with sensitive information on specific cases which must not be recorded on Home Office files or any of the Home Office's computer records systems. If you find such information, or information is passed to you by others, you must immediately seek advice from a senior caseworker.</p> <p>In relation to foreign national offenders' (FNOs') representatives, it is vital they are kept aware of the progress of their clients' cases. Copies of any relevant documentation must be sent to both the FNO and their representative.</p>	
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### Revised BRAG removability assessment procedure

<p><a href="#">About this guidance</a></p> <p><a href="#">Covering absent colleagues and responding to faxes and phone calls</a></p> <p><a href="#">Security considerations for Home Office files</a></p> <p><a href="#">Revised BRAG removability assessment procedure</a></p>	<p>This page tells you about the black, red, amber, green (BRAG) system, and the timescale guidance for travel documentation, appeals and the judicial review process.</p> <p>The BRAG system is used to assess the overall removability of a subject and is based on two major factors:</p> <ul style="list-style-type: none"><li>• the subject's nationality, and</li><li>• individual case circumstances.</li></ul> <p>The first BRAG rating deals specifically with individual circumstances and is individually populated. The second BRAG rating deals with the specifics of the individual case, regardless of nationality.</p> <p>A case can move between BRAG ratings depending on the circumstances. For example, a case where removal directions have been set, but were cancelled upon receipt of an accepted judicial review application, could move from green to black. You are expected to review BRAG ratings on a monthly basis or whenever there is a change of circumstances in a case. A case's BRAG categories can be assessed depending on the following factors:</p> <p><b>Green</b> These cases:</p> <ul style="list-style-type: none"><li>• will have a travel document available</li><li>• have a deportation order served or awaiting service</li><li>• appeal rights are exhausted (ARE), and</li><li>• have no other outstanding barriers.</li></ul> <p><b>Amber</b> These cases:</p> <ul style="list-style-type: none"><li>• will have a travel document expected within one to three months</li></ul>	<p><b>Related links</b></p> <p>Links to staff intranet removed</p>
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- are expected to be ARE within the next two months, and
- any outstanding judicial review, litigation or further representations are to be concluded within one to three months.

### **Red**

These cases:

- will have a travel document expected within three to six months
- are expected to be ARE within three to six months, and
- any outstanding judicial review, litigation or further representations to be concluded within three to six months.

### **Black**

These cases:

- will have a travel document not expected for six months
- are not expected to be ARE for at least six months
- the subject has absconded
- are awaiting further criminal prosecution or sentencing, and
- any outstanding judicial review, other litigation or further representations are not expected to be concluded for at least six months.

There will be cases which do not match these groups exactly and you must use your own judgement on how the case is rated, assisted by the guidelines set out and advice from team leaders and workflow managers.

To assist in assessments, you must take account of the following timescales:

- Emergency travel documentation timescales - For more information, see related link: Nationality BRAG ratings.
- Appeals - The current average indicative time for the first stage of an appeal is two months with the average time to go through both stages around six months. This can vary in individual cases.
- Judicial review (JR) - The average time for a JR application is outlined below, although

	<p>the process is complicated and can vary considerably in individual cases, average waiting time for:</p> <ul style="list-style-type: none"><li>○ paper permission outcomes (12.5 weeks)</li><li>○ paper permission outcomes (expedited, 10 days)</li><li>○ oral hearing dates (14.5 weeks)</li><li>○ substantive hearing dates (37 weeks).</li></ul>	
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### Contact

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### Information owner

<p><a href="#">About this guidance</a></p> <p><a href="#">Covering absent colleagues and responding to faxes and phone calls</a></p> <p><a href="#">Security considerations for Home Office files</a></p> <p><a href="#">Revised BRAG removability assessment procedure</a></p>	<p>This page tells you about this version of the criminal casework 'Office administration' guidance and who owns it.</p> <table border="1" data-bbox="499 391 1630 810"><tr><td>Version</td><td>6.0</td></tr><tr><td>Valid from date</td><td>6 December 2013</td></tr><tr><td>Policy owner</td><td>Official – sensitive: information removed</td></tr><tr><td>Cleared by director</td><td>Official – sensitive: information removed</td></tr><tr><td>Director's role</td><td>Official – sensitive: information removed</td></tr><tr><td>Clearance date</td><td>20 June 2011</td></tr><tr><td>This version approved for publication by</td><td>Official – sensitive: information removed</td></tr><tr><td>Approver's role</td><td>Official – sensitive: information removed</td></tr><tr><td>Approval date</td><td>5 December 2013</td></tr></table> <p>Changes to this guidance can only be made by the modernised guidance team (MGT). If you think the policy content needs amending you must contact CCOPP, using related link: Email: CCD process team, who will ask MGT to update the guidance, if appropriate.</p> <p>The MGT will accept direct feedback on broken links, missing information or the format, style and navigability of this guidance. You can send these using the link: Email: Modernised guidance team.</p>	Version	6.0	Valid from date	6 December 2013	Policy owner	Official – sensitive: information removed	Cleared by director	Official – sensitive: information removed	Director's role	Official – sensitive: information removed	Clearance date	20 June 2011	This version approved for publication by	Official – sensitive: information removed	Approver's role	Official – sensitive: information removed	Approval date	5 December 2013	<p><b>Related links</b></p> <p><a href="#">Changes to this guidance</a></p> <p><a href="#">Contact</a></p> <p>Links to staff intranet removed</p>
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